

TERMS AND CONDITIONS

ONLINE STORE

www.vortexmetalfestival.com

PREAMBLE

1st. These general conditions of sale are agreed between BBN UNIPessoal LDA, with registered office at LAGOA DO BARRO ESTRADA REAL QT DAS LARANJEIRAS 2, 2870-491 MONTIJO, tax identification number 516 935 682 and contact (+351) 914 032 784, hereinafter referred to as by “Company“ and people who wish to make purchases through the website www.vortexmetalfestival.com hereinafter referred to as “User”.

2nd. The parties agree that purchases made through the website www.vortexmetalfestival.com will be governed exclusively by this contract to the exclusion of any conditions previously available on the website.

ARTICLE 1 – OBJET

1. The purpose of these general conditions of sale is to provide and define all the information necessary for the User regarding the order, sale, payment and delivery modalities for purchases made on the website www.vortexmetalfestival.com
2. These conditions regulate all the steps necessary to place the order and guarantee the tracking of this order between the contracting parties.

ARTICLE 2 – REQUEST

1. The User places their order by completing the purchase process presented on the website www.vortexmetalfestival.com, adding the product(s) or service(s) they wish to order to the shopping basket:
2. To send your order, the User must:
 - a) Complete the information and choose the options that are available to you throughout the order completion process (delivery and billing address, shipping method, payment method, as well as the NIF and the name that, for tax purposes, you want appearing on the invoice).
3. The final confirmation of the order by the User is equivalent to full and complete acceptance of the prices and description of the products available for sale as well as these General Conditions of Sale, which will be the only ones applicable to the contract thus concluded.
4. The Company will honor orders received online only up to the limit of available stocks. If the product is unavailable, the Company undertakes to inform the User as soon as possible.
- 5.1 The data contained in the invoice is the sole responsibility of the User. The invoice once issued cannot be reissued with changes.
6. Order requests are valid for 15 (fifteen) days, unless the order is registered under a promotional campaign that defines a different deadline, and it is not possible to guarantee prices, discounts, promotions and offers beyond this period. If payment is not received by our services within the aforementioned period, the order cannot be validated. Any funds received after this date will be refunded or used for a new order.

ARTICLE 3 – PAYMENT

On the website www.vortexmetalfestival.com, the Company offers the User the following payment methods via Easypay - Instituição de PayPal Ltda:

- a) Credit card (Visa, Mastercard);
- b) Multibanco reference;
- c) Transfer;



1. In the case of payment by credit card, the charge will be made to the User's card immediately after confirmation of shipment of the goods. If some ordered products are out of stock, their value will be credited to the User's card after the order is placed.

ARTICLE 4 – DELIVERY

1. Orders are delivered within 7 working DAYS after placing the order. Delivery is carried out by DPD and CTT Express.
2. Shipping costs will be added to the order - €7.

ARTICLE 5 – PRICES

1. Prices must be expressed in Euros, with fees and taxes included, taking into account the VAT in force on the date of payment of the order.
2. If there is an increase in the Price of any product, the User will be informed immediately, and may choose to receive their order (paying the difference) or cancel it.

ARTIGO 6 – CANCELLATION AND RETURN

1. The cancellation or return process is handled on a case-by-case basis by BBN UNIPessoal LDA. The request must arrive in writing to the contact email VORTEXMETALFESTIVAL@GMAIL.COM within 2 days after the order, with instructions for canceling or returning the merchandise responded to and defined by the Company, through the same means of communication.
2. Whenever possible, the return must be made using the same payment method, but if this is not possible, the user must present proof of payment and account or card ownership, so that the return can be made by Bank Transfer.
3. The Company undertakes to reimburse the User within a maximum period of 15 days.

4. Returned products must be in salable condition, that is, in the same condition in which they arrived in the User's hands, without any anomaly or damage.
5. If the value resulting from the exchange of products in an order is lower or higher than the initial value of the order, the settlement conditions will be indicated by the Company.

ARTIGO 7 – PRIVACY POLICY

The processing of your data is carried out in accordance with legislation on the protection of personal data. The same, subject to computer processing, will appear in the Company's database(s) and are intended for the registration and presentation of other products and services, as well as institutional information, to be made available by them.

Its provision is optional and the right to access, rectify and cancel any data that concerns you directly, in person or in writing, directly to the address on the home page of this website is guaranteed, under the terms of the law.